

Enterprise Incident Report June 2011

As of 7/5/2011

Environmental Quality

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	High	Low	FCR Total
Environmental Quality	1 0	156 98	157 98
Customer Company Total	1 0	156 98	157 98

Enterprise Incident Report June 2011

As of 7/5/2011

Environmental Quality

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	High	Low	MIR Total
Environmental Quality	1 0	156 4	157 4
Customer Company Total	1 0	156 4	157 4

Enterprise Incident Report June 2011

As of 7/5/2011

Environmental Quality

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	High	Low	ATTIR Total
Environmental Quality	1 0.06	156 0.13	157 0.13
Customer Company Total	1 0.06	156 0.13	157 0.13

Enterprise Incident Report June 2011

As of 7/5/2011

Environmental Quality

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	High	Low	MR Total
Environmental Quality	1 0	156 10	157 10
Customer Company Total	1 0	156 10	157 10

Enterprise Incident Report June 2011

As of 7/5/2011

Environmental Quality

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	High	Low	ATTR Total
Environmental Quality	1 0.36	156 1.68	157 1.68
Customer Company Total	1 0.36	156 1.68	157 1.68

Enterprise Incident Report June 2011

As of 7/5/2011

Environmental Quality

Detail

INC000000313623	Kimber Hall Metro B Desktop Support	PC/Laptop Tom Hanson	Hardware Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 4.43
INC000000321422	Kathy Lundy Campus Networking	None Charmaine Malan	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 13.96
INC000000321811	Harold Sandbeck Campus Networking	PC/Laptop Charmaine Malan	Performance Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.63
INC000000323129	Carlee Christoffersen Metro B Desktop Support	PC/Laptop Bill Crowther	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.79 0.79
INC000000323418	Jeri Olsen Metro B Desktop Support	Print/Copy/Scan/Fax Anthony Booyse	Incident Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.85 4.66
INC000000323453	Eva Nieminski Metro B Desktop Support	Network Bill Crowther	Password Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000323497	Tina Mercer Metro B Desktop Support	Print/Copy/Scan/Fax Tom Hanson	Incident Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 4.81
INC000000323992	Brad Holdaway Metro B Desktop Support	Application Bill Crowther	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000324061	Bob Hart Metro B Desktop Support	None Bill Crowther	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.21 1.00
INC000000324070	Michael Zucker Metro B Desktop Support	Network Bill Crowther	Password Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000324073	Ken Bousfield Metro B Desktop Support	Network Bill Crowther	Password Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000324078	Richard Saathoff Metro B Desktop Support	Application Bill Crowther	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000324290	William Andes Metro B Desktop Support	None Bill Crowther	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.85
INC000000324492	Harry D Campbell Metro B Desktop Support	Print/Copy/Scan/Fax Tom Hanson	Error Code Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.32
INC000000324548	Matt Sullivan Voice Operations	Telecom Kelly Johnson	Feature Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.17
INC000000324563	Marc Wade Metro B Help Desk	Application Janet Hongsyvilay	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.10

Enterprise Incident Report June 2011

As of 7/5/2011

Environmental Quality

INC000000324684	Carol Nielsen Application Services	Application Martin Gonzalez	None Environmental Quality	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.25 3.16
INC000000325053	Lance Avey Voice Operations	Telecom Kelly Johnson	Voice Mail Environmental Quality	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.22
INC000000325478	Steve Packham Help Desk	Mobile Devices Eileen Dubach	Error Environmental Quality	BlackBerry Enterprise Server Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.43 1.42
INC000000325493	Rose Kenworthy Help Desk	Network Brenda Treadway	Password Environmental Quality	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000325615	Thad Baldwin Metro B Desktop Support	Application Bill Crowther	Error Environmental Quality	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.58
INC000000325622	Gwyn Galloway Metro B Desktop Support	Application Bill Crowther	Error Environmental Quality	Adobe Acrobat Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.49 2.79
INC000000325652	Kathy Barker Metro B Help Desk	Application Janet Hongsyvilay	None Environmental Quality	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000325666	Donna Spangler Metro B Help Desk	Application Val Shepherd	None Environmental Quality	Microsoft Word Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000325666	Donna Spangler Metro B Help Desk	Application Val Shepherd	None Environmental Quality	Microsoft Word Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000325666	Donna Spangler Metro B Help Desk	Application Val Shepherd	None Environmental Quality	Microsoft Word Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000325666	Donna Spangler Metro B Help Desk	Application Val Shepherd	None Environmental Quality	Microsoft Word Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000325724	Dave McNeill Metro B Desktop Support	Print/Copy/Scan/Fax Bill Crowther	Incident Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.66
INC000000325882	Roy Van Os Metro B Desktop Support	PC/Laptop Tom Hanson	Hardware Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 4.43
INC000000326005	Jim Schubach Metro B Desktop Support	Application Bill Crowther	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000326010	Alisa Westenskow Metro B Desktop Support	Application Bill Crowther	Error Environmental Quality	FrontEnd Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000326043	Rawn Wallgren Metro B Help Desk	PC/Laptop Val Shepherd	Hardware Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000326254	Judy Etherington Metro B Desktop Support	None Bill Crowther	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.34

Enterprise Incident Report June 2011

As of 7/5/2011

Environmental Quality

INC000000326289	Thomas Ball Voice/Data/WAN Services	Telecom Spencer Blodgett	Dial Tone Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.38
INC000000326363	Reginald Olsen Metro B Desktop Support	PC/Laptop Bill Crowther	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.50
INC000000326429	Candace Cady Metro B Desktop Support	Application Bill Crowther	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.55 12.03
INC000000326821	Jacqueline Verbica Voice Operations	Telecom Britany Finlay	Voice Mail Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.03 2.20
INC000000327226	Jennifer Robinson Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 6.90
INC000000327269	Hao Zhu Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 4.03
INC000000327325	Marc Earnhardt Metro B Desktop Support	None Bill Crowther	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.30 0.30
INC000000328127	Meagan Nattress Metro B Desktop Support	Application Bill Crowther	Error Environmental Quality	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000328131	Alan Humpherys Metro B Desktop Support	Application Bill Crowther	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000328173	Faye Bell Metro B Help Desk	Application Janet Hongsyvilay	None Environmental Quality	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000328182	Ed Macauley Jr Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.57
INC000000328779	Jesse McDonald Metro B Desktop Support	Remote Connectivity Bill Crowther	Password Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.34
INC000000328782	Michael Moss Metro B Desktop Support	Print/Copy/Scan/Fax Bill Crowther	Queue Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.34
INC000000328784	Robin V Davis Metro B Desktop Support	Remote Connectivity Bill Crowther	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.36
INC000000328900	William Andes Metro B Desktop Support	PC/Laptop Bill Crowther	Performance Environmental Quality	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.25 2.47
INC000000328903	Ralph Bohn Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 4.95
INC000000329307	Diane S Nielson Metro B Help Desk	PC/Laptop Val Shepherd	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.58

Enterprise Incident Report June 2011

As of 7/5/2011

Environmental Quality

INC000000329309	Connie Rauen Metro B Desktop Support	PC/Laptop Bill Crowther	None Environmental Quality	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.13 TTR: 5.99
INC000000329470	Edward Costomiris Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 1.10
INC000000329630	Kathryn Dozier Metro B Desktop Support	Application Jay Locker	None Environmental Quality	None Low	TIR Missed: No TTR Missed: No	TIR: 0.40 TTR: 0.43
INC000000329872	Marc Earnhardt Help Desk	Application Brenda Treadway	Password Environmental Quality	Financial Information Network Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000330010	James Harris Voice Operations	Telecom Lois Schow	Feature Environmental Quality	Telephone Low	TIR Missed: No TTR Missed: No	TIR: 0.08 TTR: 0.32
INC000000330021	Paul Zahn Metro B Help Desk	Network Gary Graham	Error Environmental Quality	None Low	TIR Missed: No TTR Missed: No	TIR: 0.34 TTR: 0.44
INC000000330099	John Kennington Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.24
INC000000330100	Karma Kehler Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.25
INC000000330102	Ilene Staker Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.25
INC000000330103	Judy Etherington Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.24
INC000000330222	Bowen A Call Metro B Desktop Support	Network Bill Crowther	Password Environmental Quality	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000330223	Nicole Carrell Metro B Desktop Support	Application Bill Crowther	Error Environmental Quality	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000330224	Amanda Reidhead Metro B Desktop Support	Application Bill Crowther	Error Environmental Quality	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000330225	Janet Lee Metro B Desktop Support	Remote Connectivity Bill Crowther	Error Environmental Quality	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000330226	Linda Matulich Metro B Desktop Support	Application Bill Crowther	Error Environmental Quality	Documentum Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000330227	Bruce Hagans Metro B Desktop Support	Remote Connectivity Bill Crowther	Error Environmental Quality	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000330229	Elden Olsen Metro B Desktop Support	PC/Laptop Bill Crowther	Error Environmental Quality	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00

Enterprise Incident Report June 2011

As of 7/5/2011

Environmental Quality

INC000000330250	Sharon Schofield	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 1.31
INC000000330278	Philip Griffin	Application	None	None		TIR Missed: No	TIR: 0.31
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 1.06
INC000000330574	Robert Bowen	Application	Error	FrontEnd		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 2.60
INC000000330663	Hilary Arens	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 5.29
INC000000330670	Diane S Nielson	PC/Laptop	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.11
INC000000330760	Jillian Vause	Application	Password	Novell GroupWise		TIR Missed: No	TIR: 0.16
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.23
INC000000331132	Scott T Anderson	Application	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 1.32
INC000000331489	Craig W Jones	Application	Error	None		TIR Missed: No	TIR: 0.76
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 1.05
INC000000331528	Judy Etherington	Application	Error	Lyris List Server		TIR Missed: No	TIR: 0.16
	Help Desk	Sarah Johnson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.28
INC000000331565	Marianne Booth	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000331570	Michael Georgeson	Network	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000331579	Rob Powers	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	TIR: 0.35
	Voice Operations	Kelly Johnson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.67
INC000000331607	Robert Bowen	Application	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.92
INC000000331624	Karen Wehking	Application	Reporting	Employee Gateway		TIR Missed: No	TIR: 0.00
	Help Desk	James Stearns	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000331733	Susan Weisenberg	Telecom	None	Telephone		TIR Missed: No	TIR: 0.74
	Voice Operations	Gail Christiansen	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 1.89
INC000000331845	Ilene Staker	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: Yes	TTR: 6.92
INC000000331846	Wade Hansen	Application	Error	Microsoft Access 2003		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 2.10

Enterprise Incident Report June 2011

As of 7/5/2011

Environmental Quality

INC000000331847	Otis Willoughby III Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.07
INC000000331887	Jacqueline Verbica Metro B Desktop Support	Print/Copy/Scan/Fax Bill Crowther	Error Code Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000331956	Kathryn Dozier Metro B Desktop Support	Application Tom Hanson	Reporting Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.34 1.40
INC000000331960	Carolyn Fritz Metro B Desktop Support	Application Bill Crowther	Error Environmental Quality	Documentum Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000331961	Mark Crim Metro B Desktop Support	Network Bill Crowther	Password Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000332141	Mark Schmitz Metro B Help Desk	None Gary Graham	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000332165	Melissa Turchi Metro B Desktop Support	Application Bill Crowther	Error Environmental Quality	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000332374	Karen Wehking Metro B Desktop Support	None Tom Hanson	None Environmental Quality	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.14 8.61
INC000000332896	Faye Bell Metro B Desktop Support	None Tom Hanson	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.56
INC000000332897	Edith VanVleet Metro B Desktop Support	None Tom Hanson	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.55
INC000000332954	Bill Reiss Metro B Desktop Support	Network Bill Crowther	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000332956	Marc Wade Metro B Desktop Support	Application Bill Crowther	Error Environmental Quality	Microsoft Access 2003 Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000333221	Deborah Ng Metro B Desktop Support	Application Bill Crowther	Error Environmental Quality	Adobe Acrobat Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.22 0.66
INC000000333455	Connie Rauen Metro B Desktop Support	PC/Laptop Anthony Booyse	Virus Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 2.36
INC000000333480	Harry D Campbell Metro B Help Desk	Network Janet Hongsyvilay	Password Environmental Quality	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.34 1.09
INC000000333493	Heather F Bobb Metro B Desktop Support	Application Bill Crowther	Password Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.37 0.62
INC000000333628	Paul Krauth Metro B Desktop Support	PC/Laptop Bill Crowther	Hardware Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

Enterprise Incident Report June 2011

As of 7/5/2011

Environmental Quality

INC000000333636	Andy Hale	Application	Error	Internet Explorer		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000333642	Deborah Ng	Application	Error	None		TIR Missed: No	TIR: 0.32
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 1.52
INC000000333680	Ilene Staker	Application	Error	None		TIR Missed: No	TIR: 0.00
	Help Desk	Brenda Treadway	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000333686	Jodie Swanson	Application	Reporting	ZENworks for Desktops		TIR Missed: No	TIR: 0.68
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 1.12
INC000000333967	Rebecca Troutman	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 1.49
INC000000334250	Craig Silotti	Application	Error	Proofpoint Email Security		TIR Missed: Yes	TIR: 5.51
	Application Services	Martin Gonzalez	Environmental Quality	Low	Resolved	TTR Missed: Yes	TTR: 6.58
INC000000334308	Kari Lundeen	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 4.67
INC000000334889	Stacy Carroll	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: Yes	TTR: 7.90
INC000000334969	Brad Holdaway	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000334972	Patrick Barickman	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000335253	Judy Etherington	Server	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.06
INC000000335310	Mark Stanger	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 4.10
INC000000335504	Joan Thalmann	Network	Incident	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000335743	Jennifer Yee	Application	Error	Documentum		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000335770	Deann Rasmussen	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000336124	Beth Wondimu	Application	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 1.56
INC000000336217	Kathryn Ostler	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: Yes	TTR: 9.03

Enterprise Incident Report June 2011

As of 7/5/2011

Environmental Quality

INC000000336292	Loren Morton	Application	Error	None		TIR Missed: No	TIR: 0.24
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 1.68
INC000000336308	Doug Wong	Network	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000336334	Harry D Campbell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 1.13
INC000000336338	Woodrow Campbell	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: Yes	TTR: 11.67
INC000000336665	Greg Sorenson	Application	Password	Utah Master Directory		TIR Missed: No	TIR: 0.00
	Help Desk	James Stearns	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000336729	Brent D Shaw	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 4.07
INC000000337090	Dave Wham	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 1.60
INC000000337202	David Larsen	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Anthony Booyse	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.58
INC000000337258	Amanda Smith	Mobile Devices	Error	iPhone		TIR Missed: No	TIR: 0.06
	Application Services	Dustin Crump	Environmental Quality	High	Resolved	TTR Missed: No	TTR: 0.36
INC000000337331	Michael George Jr	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 1.94
INC000000337339	Joel Karmazyn	Network	Error	None		TIR Missed: No	TIR: 0.41
	Campus Networking	Charmaine Malan	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.41
INC000000337387	Ilene Staker	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 1.19
INC000000337424	Kevin Hart	Network	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 1.81
INC000000337697	Nicole Carrell	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR: 0.19
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.19
INC000000337782	Brad Maulding	Application	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000337805	Valerie Warr	Application	None	ZENworks for Desktops		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000337890	Scott Daly	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 2.64

Enterprise Incident Report June 2011

As of 7/5/2011

Environmental Quality

INC000000337912	Melissa Yazhe Metro B Help Desk	Network Val Shepherd	Password Environmental Quality	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000338038	Marc Wade Metro B Hosting	None Paul Seager	None Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000338156	Arlene Lovato Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.86
INC000000338314	Kathy Lundy Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 9.17
INC000000338366	Rebecca Troutman Metro B Help Desk	None Val Shepherd	None Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000338402	Paul Zahn Metro B Help Desk	None Gary Graham	None Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.71
INC000000338471	David Wheeler Metro B Help Desk	Network Gary Graham	Performance Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.42
INC000000338588	David Snyder Metro B Help Desk	Application Val Shepherd	None Environmental Quality	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000338601	Mark Novak Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 4.74
INC000000338749	Rolf Johnson Metro B Desktop Support	Application Bill Crowther	None Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.08
INC000000338770	Duane Mortensen Metro B Desktop Support	PC/Laptop Bill Crowther	Error Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.83
INC000000338772	Jacqueline Verbica Metro B Desktop Support	Network Bill Crowther	Error Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000338839	Jodi Gardberg Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.14
INC000000338842	Doug Taylor Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.13
INC000000338844	Renette Anderson Metro B Desktop Support	PC/Laptop Tom Hanson	Hardware Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 4.84
INC000000338999	Michelle Weis Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.09 2.81
INC000000339048	Nicole Carrell Metro B Desktop Support	Print/Copy/Scan/Fax Tom Hanson	Error Code Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.22

Enterprise Incident Report June 2011

As of 7/5/2011

Environmental Quality

INC000000339158	David McCleary	Application	Error	None		TIR Missed: No	TIR:	0.34
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	1.17
INC000000339453	Michael George Jr	Application	Password	Microsoft Windows XP Professio		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000339476	Lorna Hackford	Application	Error	None		TIR Missed: No	TIR:	0.46
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.46
INC000000339603	Nagendra Dev	Network	Password	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000339607	Jeanell Collings	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.00